Your healthy advantage

Employee FAQs

What is an Employee Assistance Programme (EAP)?

An EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. Our helpline is available 24/7, 365 days a year.

Are my calls confidential?

- All calls are confidential between the caller and their counsellor or advisor
- Exceptions can occur only if there is serious risk of harm to the caller or others
- In such circumstances, the counsellor will always seek guidance before breaching confidentiality
- Analytical usage data may be shared with your employer (excluding identifying factors)

Who can use this service?

We believe that the best way to support you is to support your immediate family as well:

- Partners and dependents* can access the telephone helpline
- Structured telephone counselling extends to partners and dependents also

*Health Assured define dependents as living in the same household, aged 16 to 24 and in full time education.

Is the service restricted to issues dealing with stress?

Health Assured can provide additional support for a variety of personal matters, such as:

- Personal legal information or tax support
- Family issues including childcare and eldercare
- Housing and tenancy concerns
- Bereavement or loss
- Relationships and marital changes
- Medical information

What's included with the critical incident support?

Our trauma trained counsellors focus on solving an immediate and identifiable problem, enabling you to return to your daily routine quicker.

If you require follow-up support, we are able to provide counselling across the UK and Republic of Ireland.

What services are available?

- Comprehensive telephone helplines available 24/7
- Formal counselling, in the form of either face-to-face or telephone sessions (as applicable)
- Online video counselling and online CBT (as applicable)
- Online portal
- Critical incident support

Contact us on:

0800 028 0199

healthassuredeap.co.uk